

**EMPLOYMENT OPPORTUNITY**  
**ANNOUNCEMENT NUMBER: HNALL 15/68B**  
*This announcement is for a trainee level position.*  
*The position is also advertised at a full performance level.*  
*Please see the [ANNOUNCEMENT NUMBER HNALL 15/68A](#), for reference.*

**OPEN TO:** All Interested Candidates  
**POSITION:** Visa Assistant, FSN-6  
**OPENING DATE:** September 23, 2015  
**CLOSING DATE:** October 7, 2015  
**WORK HOURS:** Full-time, 40 hours/week  
**ANNUAL SALARY:** Ordinarily Resident: US\$7,269.00 (Starting salary)  
**LENGTH OF HIRE:** Long-term. Actual filling of the position is contingent upon the availability of funds

The Embassy of the United States of America in Hanoi is seeking an individual to be employed in the position of Visa Assistant in its Consular Section (CONS) in Hanoi.

**NOTE: ALL APPLICANTS WHO ARE NOT FAMILY MEMBERS OF U.S. GOVERNMENT AGENCIES OR OFFICES UNDER/NOT UNDER CHIEF OF MISSION'S AUTHORITY MUST HAVE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

**BASIC FUNCTIONS OF THE POSITION**

The incumbent will be responsible for all functions associated with processing non-immigrant visa (NIV) applications such as intake, data entry, biometric collection, visa printing, document pass back, and assisting consular officers with interpretation as needed during interviews. She/he will respond to visa inquiries via email and via Atlas software. The incumbent will be the primary point-of-contact for the diplomatic visas portfolio. She/he will report directly to the Senior Consular Specialist and will be reviewed by the Non-Immigrant Visa Unit Chief.

Please contact the Human Resources Office at 3850-5000 Ext. 5126/Ext.5127 for further inquiries.

**QUALIFICATION REQUIREMENTS**

**NOTE:** All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1. Education:** College or university studies is required.
- 2. Experience:** At least one year of experience in the area of visa work, other related work in the consular field, or similar work involving the application of relatively complex regulatory or legal material.
- 3. Language:** Level 4 (Fluent) Speaking/Reading/Writing English is required (this will be tested). Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.
- 4. Knowledge:** The incumbent must have a solid understanding of Vietnamese law as it pertains to marriage, personal property, civil rights and immigration, as well as of the national and provincial

education systems, in order to be able to evaluate the bona fides of various public documents submitted.

**5. Abilities and Skills:** The incumbent must: 1) have the ability to deal with customers in a professional and courteous manner, and to work well under pressure. 2) have advanced keyboarding and data entry skills. 3) have basic mechanical skills for operating specialized office machines related to issuance of visas, biometric equipment, and/or photographic equipment. 4) have the ability to translate/interpret professionally from English to Vietnamese and vice versa, as well as the ability to apply good judgment in evaluating evidence and to apply relatively complex regulations. 5) have the ability to multitask efficiently with a high degree of accuracy in a very demanding work environment and the ability to perform all duties connected with NIV processing.

## **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## **ADDITIONAL SELECTION CRITERIA**

Please see post eligibility & qualification requirements on the bulletin board in Human Resources Office or on the Embassy website

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold U.S. Mission Regional Security Office (RSO) and Health Unit clearances.

## **HOW TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application form for Employment as a Locally Employed Staff (DS-174) **MUST BE SUBMITTED** in order for the candidate to receive consideration for this vacancy. The DS-174 form is available on the U.S. Embassy website <http://vietnam.usembassy.gov>. **The Embassy does not accept applications via Vietnamworks or Careerbuilder without DS-174 form.**

2. A separate sheet with a listing of the applicant's work experience can be attached along with DS-174 form.

3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

4. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification.

## **SUBMIT APPLICATION**

**Applications should be submitted through email to the address: [HanoiHR@state.gov](mailto:HanoiHR@state.gov)  
Subject line must be: (HN VA 15/68B) or your application may not be considered;**

Please use the PDF application form [DS-174](#). The form is also available on the U.S. Embassy website <http://vietnam.usembassy.gov>. The application form must be in Word or PDF format. The other format such as .rar or .jpg is unacceptable.

We will only accept applications by email. If your submission gets through successfully, you will receive an automatic reply from our Recruitment Mailbox which reads "*This is to confirm that HR received your application. Please do not reply this message.*" If you encounter a problem, please call the Human Resources Office (84-4) 3850-5126 or (84-4) 3850-5111. Please do NOT attach a photo on an application form (DS-174) or resume that provides the same information found on the DS-174.

## **POINT OF CONTACT:**

Human Resources Office

Telephone: 84-4-3850-5000 ext. 5126/5127

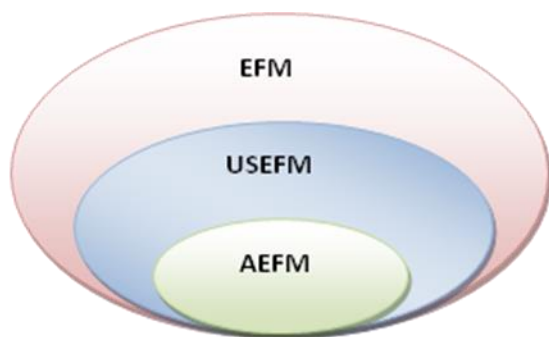
Fax: 84-4-3850-5019

## **CLOSING DATE FOR THIS POSITION: OCTOBER 7, 2015**

(All applications must be received by the closing date to receive consideration. Only short listed applicants will be contacted for interviews. If you do not hear from us within 4 weeks from the closing date, your application was not successful.)

The U.S. Mission in Vietnam provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

**1. Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

**2. U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

**3. Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the

sponsoring employee who is unmarried and at least 18 years old; and

- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

**4. Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

**5. Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

**6. Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## **Appendix B**

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)

- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References